

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Entertainer of the Week

Week of March 2

Meet Jaidah Mayes from our Matteson, IL location. She joined us five years ago as a Cast Member and was promoted to an Opening Coordinator almost 2 1/2 years ago. Not only does she work at Chuck E. full time, but she is a full time student with an art major. Jaidah has a fantastic personality, is dedicated and loyal, and has an excellent work ethic. Jaidah never complains and consistently has the highest scores for guest services. Congratulations Jaidah for being chosen as our Entertainer of the Week!



Week of March 9



Meet Pedro Uribe-Rodriguez from our Sahara PPP location #1257. Pedro's guest interaction always stands out in the restaurant and we have received many guest compliments regarding his outstanding hospitality. Regardless of the area he is assigned to each day, he makes it a point to make every guest's visit the best it can be. He especially shines when helping our younger guests in the prize pod. Not only is he patient and friendly, but he goes out of his way to joke around with the kids to make the experience extra special. Congratulations Pedro on being chosen as Peter Piper's Entertainer of the Week!

a note from a valued guest...

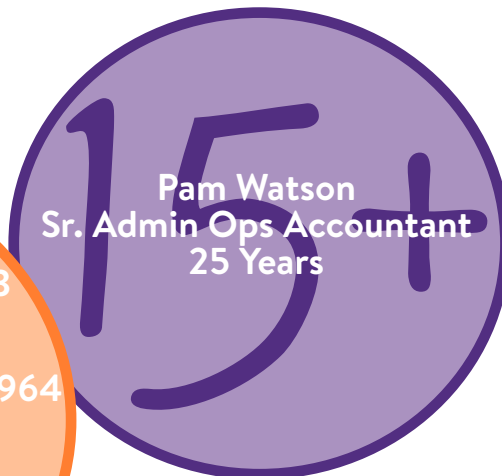
I just wanted to express how happy I am as a mother to see the employee's at the location working hard to clean. With the COVID 19 going on I was hesitant to take my son anywhere especially Chuck E. Cheese, but when we got there we were the only ones in the whole store and the employees there were just cleaning everything. The girl at the front, I think her name was Bre, she was constantly cleaning the salad bar and wiping down the counter. Fred was cleaning the games from top to bottom, not just the parts kids could touch, he was cleaning ALL of the game. Shauna, the Manager, she was walking around and helping them clean things as she saw they needed cleaning. Thank you to you all for giving me a little piece of mind!

Team Kokomo, IN #341
Bre, Cashier
Fred, Gameroom
Shauna, Manager

Week 10
March 13, 2020

MILESTONES-

- Reach and Achieve -



Pam Watson
Sr. Admin Ops Accountant
25 Years

Pedro Gonzalez ~ 062
Jay Houston ~ 323
Walter Ruiz ~ 380
Jackilyn Lingle ~ 964
Yves Walton ~ 460
Diamonte' Agosto ~ 529
Corveyon King ~ 772
Matthew Horrell ~ 841



Veronica Ramirez
Team Webster, TX #592
Daniel Smoote, DM

~ The best thing about my party was the host, Veronica. She was always smiling and interacting with the kids. ~



Brianna Alderman
Team Brandon, FL #420

Seneca Gray-Robinson, DM

~ Bri was attentive and polite. Thank you so much for the wonderful experience! ~



Kimberly Findlay
Team Wichita Falls, TX #309
Eric Bargas, DM

~ Kim was amazing! We were more than pleased with our experience here and we did not have to lift a finger. She took care of absolutely everything! ~



Let's give a big round of applause for John Chudzinski's team as they award their next Sapphire Pin earner, Gracey Olson! Gracey joined the Chuck E. team almost 2 years ago, but it seems as though she has been with us for a lifetime! You will always find Gracey making sure her parties are set up 100% correct and always on time. She is very attentive and is willing to go above & beyond for her guests. Congratulations Gracey and keep up the great work!

~ Our Party Server was very attentive and there was plenty of room for the party. ~

~ Our host was amazing and made it so easy to enjoy the time. ~

~ It was very professional our server Gracey did an awesome job you guys rock. Thanks for making my son's birthday a success. ~



The Northeast Region has done it once again! Congratulations to Jacquelin Perez with team Milwaukee #842 as she earns her Sapphire Pin! Jacquelin joined the Chuck E. family 1 year ago and loves every moment of it! She is always communicating with her party to ensure them they know everything that is happening and when it will be happening. Her ultimate goal is for the Party Parents to never have to lift a finger and she succeeds every time. Thank you for all you do Jacquelin your Sapphire Pin is very much deserved!

~ Jacquelin the Party Server was amazing. Best guest service ever! Very attentive and friendly and she just did an amazing job with my kids birthday because of her we want to come back and we definitely want her to be our host. ~

~ Jacquelin provided exceptional service and was always present when needed. Would party at Chuck E. Cheese's without a doubt. ~

~ Our hostess, Jacquelin made everything easy for us. It was organized and planned wonderfully. ~



DEAR CHUCK E...

- You're the BEST! -

I visited the Norcross, GA location and the young woman that worked the register was wonderful and provided great guest service. She helped make our group outing successful. Thank you.

Norcross, GA #611
~ Joe Risnear, DM ~

We held my son's 6th birthday party there today and it was amazing! My Party Server Emma was very patient and took very good care of us. The Manager even came and introduced herself and was so nice. the kids had a blast, the pizza was really good and I was very satisfied. Thank you very much for making this day stress free.

Houma, LA #706
~ Emma, Party Server ~
Brian Pitre, DM

I just wanted to get a message to the Manager of the Kendall store. These two employees were fantastic hosts at my sons party. We asked a lot of questions, and they kept smiles on their faces. We had 5 out of 6 birthday parties for him at Chuck E. Cheese and they were the best servers/hosts. Having employees like these is what makes you successful.

Kendall, FL #438
~ Pete Panunzi, AD ~

Southeast Region
RVP Bill Eich

My son attended a birthday party at your Erie, PA location on Friday March 6th. The parents of the party gave him an unlimited pass that was good for 120 minutes. After cake and Chuck E.'s dancing my son headed back out to play as he should have had 10 minutes left, but his pass wasn't working. We went to the prize counter to ask what to do and we were directed to a Manager. The place was extremely busy and it took a while but I eventually got to see a Manager. The Manager Anne walks up and asks how she can help. I tell her the card is not working where I should have had 10 minutes left and she takes the card and looks at it at the kiosk. She swipes it and says that the card had 30 tokens which were all used up. I started getting agitated and said that my son must have grabbed a wrong card and could she just go verify with the party who we were with. At that point she told me her name and asked me mine. I said I am not telling her my name and so she knows we were coming up on 25 minutes for a resolution and it needs to be handled now. She then took off to the register to get it resolved. She handed me the refreshed swiper and my son promptly snatched it from me and took off. She looked stressed, she told me that she put 50 extra points on there to make up for my wait and that she was sorry. I proceeded to say that her tone had me perplexed and I couldn't tell if she was being smart or sincere. She apologized again and turned her head because she was about in tears. I said thank you and walked away. I sat down in a booth and started to look around at the packed restaurant and I realized, every time I come in here I see her, and every time I see her giving 100%. In my condition that evening, I doubted her sincerity. I was wrong! As I sat there it became more clear to me that I had messed up. Please let Anne know how sorry I am and that she is doing a great job.

Erie, PA #536
~ Anne, General Manager ~
Shawna Vazquez, DM

Northeast Region
RVP Chris Kelly

We held a party today at CEC in Grand Junction, CO and I just wanted to reach out a little higher up about our experience. Miranda was our Party Server and I couldn't have asked for a better Party Server. She was attentive, took care of the candles that I forgot, and even lit them. She was patient which is hard for anyone with 13 toddlers running around in all different directions. She seemed to genuinely care that my son Noah's birthday party was a success and everything he had hoped for. While we have been to CEC a lot (our daughter took her first steps to the Chuck E. Cha-Cha), we have never had or been to a CEC party and only one of our friends had ever even been to CEC at all but now most everyone is talking about having a party there and those who aren't are talking about coming back to play. Miranda definitely furthered the business of our local Chuck E. Cheese with her awesomeness today. We are so very thankful for her.

Grand Junction, CO #708
~ Miranda, Party Server ~
John Chudzinski, DM

Niesha was so kind and welcoming. She made us excited to play and eat here. We have been here in the past and have been disappointed with the service, we now have changed our mind about this location and will be back. Her kindness changed our experience. We are glad to have met her here.

La Mesa, CA #405
~ Niesha, Cast Member ~
Patty Cedillo, DM

Western Region
RVP Jim Brawley

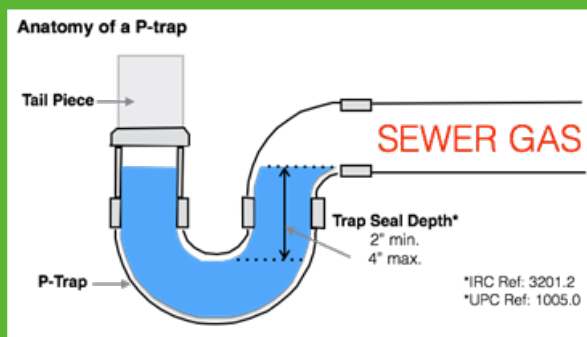
THE MORE YOU KNOW...

Facilities

Odor in Kitchen Drain (what is a p-trap?)

The purpose of a p-trap is to create a water barrier that prevents sewer gases and insects from coming in. One of the most common reasons for sewer smells is a dry p-trap.

Pour half a gallon of water in the floor drain to stop odors from coming through. To kill insect larvae and slow evaporation, add 1 cup of white vinegar. Several times a year, pour a couple of gallons of water down the floor drain to ensure there are no obstructions (clogs) further down the line.



Audit

TIP OF THE WEEK

Daily Paperwork

Are you printing and retaining all of the required daily paperwork?

Check page 16 of the Location Administration Guide for a list.



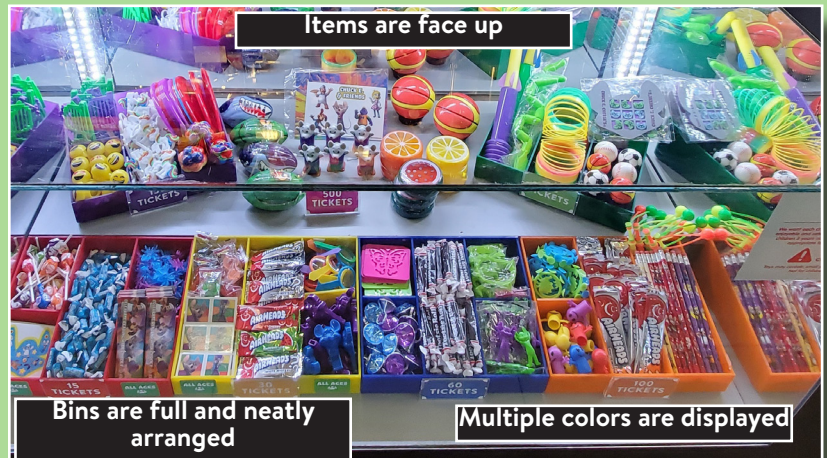
Merchandise

Prize/Merchandise Tips

For stores with multi-colored bins:

Here are some tips for setting up your prize merchandise case. Remember to stock your bins behind the counter so you can keep your case looking pretty!

If you have any questions or tips to share, please email them to merchandise@cecentertainment.com



All Age Cling:

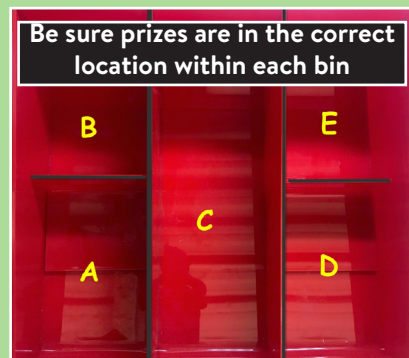
- Be sure your all age clings are on the appropriate bins.
- Reminder: Do not give toys directly to children under 3 years of age.
- If you are unsure, ask them to bring their parent or responsible adult to the prize counter.

Ticket Values:

- Double check your ticket values and be sure the correct prizes are in the correct ticket bins

Choking Hazard Cling:

- Be sure your choking hazard cling is in the upper right hand corner above the 15 ticket bin. This ensures that the warning is visible but does not block the visibility of the prizes.



Marketing

Scanner Toppers

This week, all restaurants with scanners will be receiving toppers to go on top of each scanner.

You should receive 1 topper for each scanner you currently have. If you are needing more, you can order from the Orora Marketing website.

TIP: When installing the sign, make sure your scanner is angled down!



THE MORE YOU KNOW...

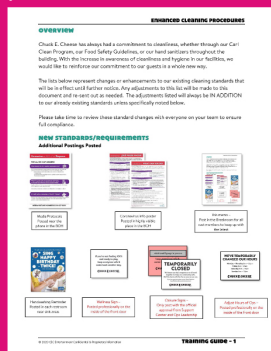
Learning & Development

Coronavirus Updates

Thank you to everyone for your dedicated attention and reactive response to the continued changes and adjustments we are making within the company. Our dedication to our employees and guests safety is our #1 priority. With that being said, please see below new additional information regarding new standards and changes within our restaurants.

Hand Washing:

As you know, hand washing is a very important key in fighting against the coronavirus. Special hand washing signs has been emailed out for everyone to print and post in their bathrooms immediately, and printed color copies are currently being printed and will be mailed out to everyone next week. Once received, please replace in your bathrooms with your black and white version.



Enhanced Cleaning Standards:

In the wake of current events, we have made some operational changes for our restaurants in our cleaning standards. Please review the documents sent out with all Cast Members and Management.



Salad Bar:

Until further notice, we will not be running our Salad Bars in any of our restaurants. We will instead be offering the same pre-made salads that are currently offered in 3rd party delivery as a 1 trip salad option. Please review the latest information regarding this development that has been sent out today.



For your convenience, a folder has been created under the L&D tab in Sharepoint which contains all documents and information needed for your restaurant regarding the Coronavirus. You can find them at <https://cecentertainment.sharepoint.com/:f:/g/MyRestaurant/EtAvq6pFVQRFv53xu1WLSpoBTv8BGJQkDQL6xyZb7BnvKQ?e=C4JgLA>

As always, if you have any further questions or concerns regarding these changes, please reach out to your RVP/DM, or your L&D Manager at learning@cecentertainment.com



CAREER GROWTH OPPORTUNITIES

General Manager

Birmingham, AL	330	Orlando, FL	681
Tuscaloosa, AL	803	Boynton Beach, FL	781
Rogers, AR	669	Indy Greenwood, IN	346
Costa Mesa, CA	421	Topeka, KS	961
Escondido, CA	788	SW Columbus, OH	557
		Rapid City, SD	861

Tech Manager

Monrovia, CA	390	Danvers, MA	478
Cupertino, CA	786	Middletown, NJ	480
Escondido, CA	788	Greece, NY	839
Littleton, CO	115	Mississauga, ON	844
Towson, MD	775	Vancouver, WA	333
Springfield, MA	476	Madison, WI	604



peter
piper
pizza

Peter Piper Pizza

Williams Field, AZ #1225
Chandler, AZ #1216
Foothills, AZ #1288

Tech Manager
Tech Manager
Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

